ANNUAL REPORT

Ontario

MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

For the Year Ending
March 31, 1983

The Honourable John Black Aird, O.C., Q.C., B.A., L.L.D., Lieutenant Governor of Ontario

The Ministry of Consumer and Commercial Relations is pleased to submit its annual report of operations for 1982-83.

Robert Elgie, M.D.

March 31, 1983

MESSAGE FROM THE MINISTER

For much of the past year, the so-called "Trust Companies Affair" demanded much of this Ministry's attention. But while it dominated the news for the second half of the 1982/83 fiscal year, it should not be allowed to overshadow other less publicized, but no less important events within this Ministry. There were many initiatives taken during the year, a few of which I would like to highlight here.

For example, consider the Ministry's creation earlier this year of a blue ribbon committee of senior insurance industry representatives to study the feasibility of establishing an Insurance Exchange in Ontario to help stem the flow of insurance premiums out of Canada. Ontario's property and casualty insurers write over $3.2 billion worth of premiums yearly but out of this total fully $1 billion worth of direct and reinsurance premiums leave the country. Such an exchange would be a first for Canada and could represent a valuable shot in the arm for the ongoing economic recovery.

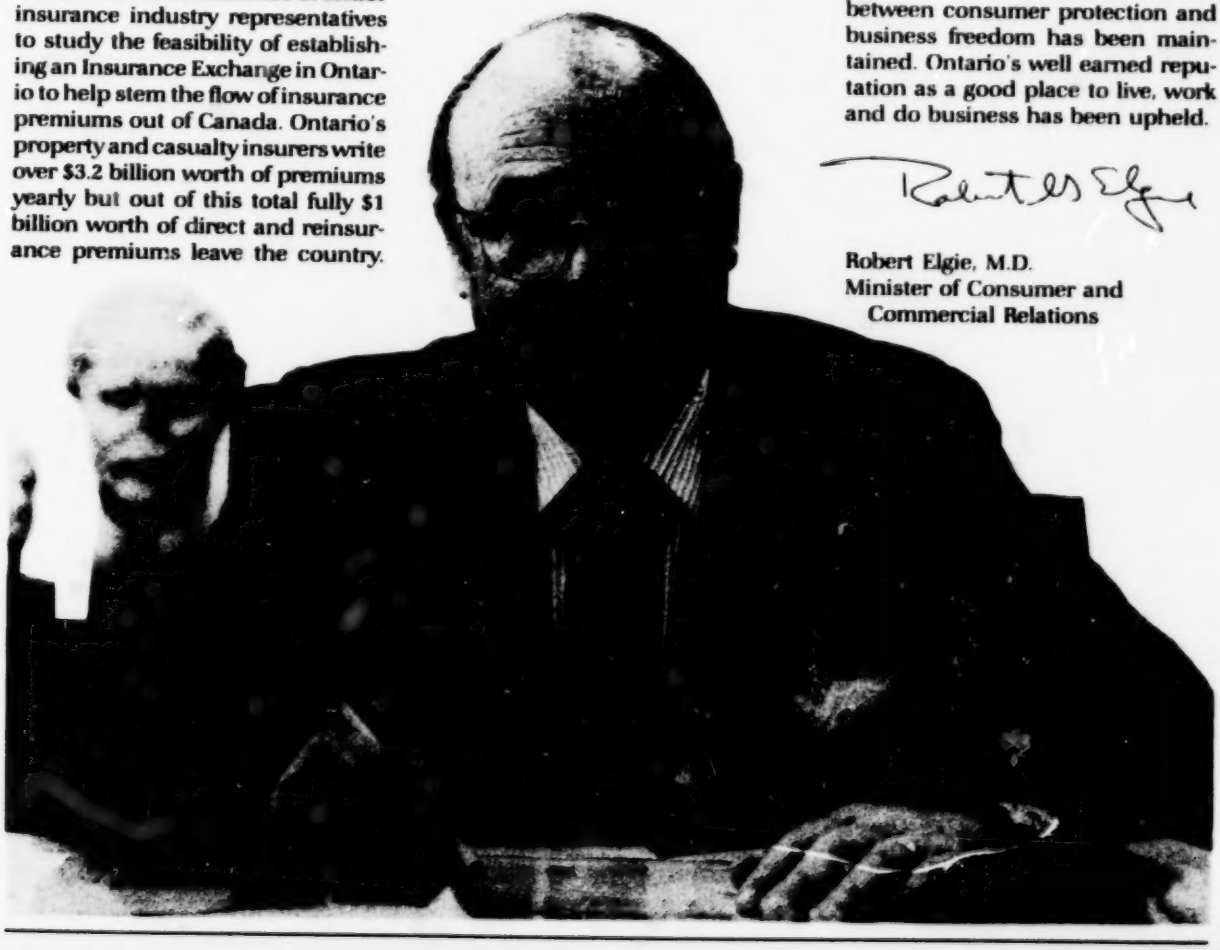
Or consider the greatly increased security offered motorists by amendments this year to the Motor Vehicle Accident Claims Fund. Now the Fund can compensate innocent third party victims if the defendant's insurance company is unable to pay because of insolvency. Without this new legislation, these innocent accident victims might have had to wait years for even partial settlement of their claims.

Our Business Practices Division continued to focus considerable effort on consumer protection. Automobile-related frauds proved to be an area of particular concern last year and the division worked closely with police forces across the province to lay more than 350 charges against various repair shops and dealers.

These, of course, are just a few examples of the kind of initiatives and involvement that you will find described in this report. I'm sure you will agree that they add up to a concerned and co-ordinated effort to keep Ontario's marketplace both prosperous and fair for all. The success of this effort is largely due to the dedication and commitment demonstrated by Ministry staff on a daily basis, particularly during the difficult times we faced the last year.

Despite enormous challenges, I believe the delicate balance between consumer protection and business freedom has been maintained. Ontario's well earned reputation as a good place to live, work and do business has been upheld.

Robert Elgie, M.D.
Minister of Consumer and Commercial Relations



MESSAGE FROM THE DEPUTY MINISTER

To the Honourable Dr. Robert Elgie
Minister of Consumer and
Commercial Relations

Documented in this annual report are some of the issues that made last year one of the most challenging ever faced by the ministry. I feel strongly that the way ministry employees responded to these challenges while continuing to handle their day-to-day responsibilities speaks well for their abilities and dedication.

The report also lists many of the ministry's achievements and new undertakings.

For example, a major French-service program was started last year. Through this program, many forms used by the public on a daily basis are now available in French or bilingual versions, and French Language Advisory Committees have been set up to study areas of need and establish work plans to make our services accessible in both languages.

To increase efficiency and speed of service, computer systems are now being developed or are in use in several programs to replace out-dated manual procedures.

The Office of the Registrar General has already realized considerable savings through their new registration system, and microfilm and computer systems now being tested by the Property Rights Division will make it easier and faster to do business in the province.

In most cases, these improvements will cost the taxpayer less instead of more. In fact, if ministry spending is expressed in 1981/82 dollars to take inflation into account, the amount spent to maintain our many services actually decreased last year.

Yet despite the advent of the electronic age, we have not forgotten the ministry's most valuable asset — our employees.

The signing of the ministry Employee Relations Agreement last year was a milestone in government-employee relations. Local committees set up under the agreement will provide informal forums where management and staff can get together to discuss and resolve small problems before they become big ones.

The achievements mentioned are just a few of the many advances made last year. All were accomplished without sacrificing service to the public.

It is with some pride, therefore, that I submit to you the annual report on the state of the ministry for fiscal year 1982/83.

D.A. Crosbie
Deputy Minister

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COMMERCIAL STANDARDS PROGRAM

BUSINESS PRACTICES DIVISION

The Business Practices Division stepped up its fight against fraud in the automobile repair and re-sale businesses last year.

Recently, more consumers have put off buying a new car to save money, deciding instead to fix up the old car or shop for a used one. This provides more opportunities for unscrupulous used-car sellers and repair shops to take advantage of the unwary.

During 1982/83, a special auto squad with the Investigations and Enforcement Branch laid approximately 370 charges related to overcharging for repair work and odometer frauds. The squad is made up of ministry investigators and officers from the Metropolitan Toronto Police Force. For the first time, a Ministry of Transportation and Communications investigator and other police forces, including the Ontario Provincial Police, assisted.

Since the squad was set up in 1979, more than 2,000 charges have been laid. Recently, investigators have noticed a trend — the number of vehicles with rolled-back odometers found on used car lots has been decreasing. Dealers know the squad is active and fear losing their licences to operate if convicted of the charge.

But the problem still exists in private sales listed in the classified advertising sections of newspapers.

Many of these private sellers are actually dealers. A glance through the classified ads will often reveal a number of cars being sold under the same telephone number.

Squad members are keeping on top of this new approach to crime. When a consumer complains of a suspected fraud, investigators check records of the car's history to find out if the odometer is accurate. Charges are laid if the consumer's suspicions are confirmed.

Overcharging for vehicle fitness certificates is another problem area.

Often, the consumer who takes a car to a garage for a safety check is at a disadvantage if repairs must be made before a certificate can be issued. The vehicle can be taken to another garage for a second opinion if the cost seems too high, but the charge for the first inspection — $20 to $60 — must still be paid.

This makes shopping around for a low estimate costly, and many consumers, trying to save money, have the repairs made by the first shop they go to. Some end up paying for work that wasn't necessary, or even completed.

Last year, the squad took a special car, prepared with a simple defect, to different repair shops for estimates on a fitness certificate. The quotes they received ranged from a low of $20 to more than $400.

Heavy fines handed down last year indicate the support Ontario's courts are giving the Business Practices Act. In one case, a home renovation firm and two of its employees were fined a total of $8,500 for charging an elderly woman $2,420 for a job worth only about $600.

The division has other less drastic ways of settling disputes between businesses and consumers. At a chain of nine Consumer Services Bureaus across the province, wronged consumers can find out how to reach an equitable agreement with their adversary, and advisory officers will mediate.

Last year, the branch continued its reputation as ally of the consumer. Through mediation, $1,052,923 were returned to the public, and 13,069 complaints were processed.

Of the complaints which fell under ministry jurisdiction, 55.7 per cent were handled under the Business Practices Act, and 19.5 per cent under the Consumer Protection Act which establishes the rules for door-to-door sales, contract terms and credit transactions.

Examples of successful mediation include cases where:

- a motor vehicle dealer refunded $16,000 to a consumer when it was discovered that a car purchased as a demonstrator had been involved in an accident,
- a $1,000 deposit was returned to a 16-year-old boy who ordered a car and then realized he couldn't afford both the car payments and insurance.

DISCRIMINATORY BUSINESS PRACTICES ACT

Another statute administered by the division is the Discriminatory Business Practices Act which prohibits businesses from entering into agreements with another party which would result in discrimination on the basis of race, creed, color, nationality, ancestry, place of origin, sex or geographical location.

This act provides for the issuance and enforcement of orders of compliance and assurances of voluntary compliance. The act also allows those discriminated against to sue for punitive or exemplary damages. Those contravening the legislation may not supply goods or services to the government or its agencies for five years.

The disclosure provisions of the act require that the names of all persons who entered into assurances of voluntary compliance or against whom orders have been issued be reported to the public each year. The number of complaints, the resulting mediations or actions and the number of and

nature of reports concerning these activities must also be disclosed. In addition, the names of all persons convicted, including the offence and penalty, must be disclosed annually.

In 1982/83, no complaints were received. No assurances of voluntary compliance or cease-and-desist orders were issued and no charges were laid.

The ministry received eight reports of requests to bid on contracts containing clauses of a discriminatory nature. Of the eight reports, six were related to requests for negative statements of origin. The other two reports related to requests for designated information. In all situations, the reporting companies advised the ministry that they had responded either by deleting the clauses or refusing to submit a bid.

TRAVEL INDUSTRY COMPENSATION FUND

The Ontario Travel Industry Compensation Fund is another consumer safeguard handled by the Business Practices Division. The fund is financed by the travel industry and administered by a board of trustees appointed by the Lieutenant-Governor-In-Council. It is used to reimburse consumers who have prepaid for travel services but failed to receive them.

Last year saw the largest draw on the fund in its eight-year history when four major travel wholesalers went bankrupt.

In the travel industry, news of financial problems can circle the globe in hours. When a travel firm is in trouble, fund staff and members of the industry have to scramble to ensure no Ontarians are stranded abroad.

When Sunflight Vacations and SkyLark Holidays, two of Canada's largest travel wholesalers, went bankrupt in April, office staff worked 18-hour days to make arrangements. Foreign hotels were guaranteed payment for accommodation booked by the two firms and flights were set up for consumers whose holiday plans were about to fall through.

But before long, it was apparent that the total claims on the fund for each of the two bankruptcies would exceed the $1.2 million limit payable for any one company.

To ensure that all claimants would receive an equal share of the money that was available, reimbursements were held to 60 per cent of the amount claimed. When all claims have been received and the total is calculated, the balance of the $1.2 million per company will be distributed among claimants.

To take the unprecedented size of last year's bankruptcies into account, regulations under the Travel Industry Act have been changed.

The reimbursement limit on any one bankruptcy has been increased to $1.5 million from $1.2 million, and the total reserves of the fund have been doubled to $3 million. Consumers may claim up to $3,500 per person.

The fund paid out $2,055,110 during 1982/83, bringing the total since it was set up in 1975 to $4,587,284.

The Business Practices Division is also responsible, through its individual registrars, for the examination of the registration applications of numerous types of businesses. Registrars can refuse to renew or register a company or recommend that its licence be revoked if operations do not meet requirements under the acts.

Last year, 3,834 inspections were carried out on Ontario registrants.

Acts administered by the division:
Athletics Control Act
Bailiffs Act
Business Practices Act
Collection Agencies Act
Condominium Act
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Discriminatory Business Practices Act
Mortgage Brokers Act
Motor Vehicle Dealers Act
Paperback and Periodical Distributors Act
Real Estate and Business Brokers Act
Travel Industry Act

Non-Regulated Areas:
Petroleum Franchising Guidelines
Equal Credit Opportunity Guidelines

The division also monitors the corporation designated to administer the Ontario New Home Warranties Plan Act.

Director, Investigation and Enforcement Branch: D.L. Mitchell
Registrar, Motor Vehicle Dealers Act: A.W. Abrams
Registrar, Travel Industry Act: D.N. Caven
Registrar, Bailiffs, Collection Agencies, Consumer Reporting, Real Estate and Business Brokers and Mortgage Brokers Acts: A. Binstock
Director, Consumer Advisory Services Branch: D.I. Radford

Executive Director: R.A. Simpson

COMMERCIAL REGISTRATION APPEAL TRIBUNAL

The Commercial Registration Appeal Tribunal hears appeals of decisions made by ministry officials and other authorities responsible for licensing and registering certain types of business ventures.

The Tribunal's jurisdiction covers the areas of unfair business practices, consumer reporting agencies, real estate brokers and sales-

men, mortgage brokers, automobile dealers and salesmen, collection agencies, travel agencies and wholesalers, home builders and cease-and-desist orders respecting all unfair business practices.

It also holds hearings under the Ontario New Home Warranties Plan Act to consider appeals from refusals of claims for damages, and under the Travel Industry Act to consider appeals of refusals for refunds of monies.

During 1982/83, the Tribunal dealt with 549 cases — a substantial increase from the previous year. Problems in the travel industry accounted for much of the increase, but the areas of mortgage brokers, consumer protection, motor vehicle dealers and new-home warranties also contributed significantly.

Written decisions were rendered in 78 cases, 222 were adjourned, stayed or settled without formal hearings and 249 were in process at the end of the fiscal year.

Summaries of the Tribunal's decisions are published annually, based on the calendar year. Copies are available from the Ontario Government Book Store, 880 Bay Street, Toronto, Ontario, M7A 1N8.

Acts giving jurisdiction to the Tribunal:
Bailiffs Act
Business Practices Act
Collection Agencies Act
Consumer Protection Act
Consumer Reporting Act
Credit Unions and Caisses Populaires Act
Discriminatory Business Practices Act
Mortgage Brokers Act
Motor Vehicle Dealers Act
Ontario New Home Warranties Plan Act
Paperback and Periodical Distributors Act
Real Estate and Business Brokers Act
Travel Industry Act
Upholstered and Stuffed Articles Act

Chairman: John Yaremko, Q.C.

COMPANIES DIVISION

Incorporating a company was made faster and easier in three additional parts of the province last year when the Companies Division introduced over-the-counter incorporation services, already available in Toronto, London and Thunder Bay, to land registry offices in Sudbury, Ottawa and Windsor.

Until last year, businessmen and lawyers working in these three cities had to travel to the closest division office in other cities or send their incorporation forms to Toronto by mail for processing — a procedure that took as long as two weeks.

Now they can incorporate a company within 15 minutes of entering their local office.

Over-the-counter incorporation will soon be extended to five other cities. It is expected that the service will be provided in land registry offices in Peterborough, Hamilton, Sault Ste. Marie, North Bay and Kitchener by the end of next fiscal year.

The division also made major gains in reforming and retiring out-dated legislation last year. Imprecise definitions were made clear, and the amount of paperwork was reduced.

The Mortmain and Charitable Uses Act was repealed, doing away with the requirement that all corporations registered outside the province have a licence to hold land in Ontario. The move also cleared up title problems for charities that hold land in Ontario.

Under the Corporations Information Amendment Act, 1982, passed last year, corporations are no longer required to keep copies of all information notices filed with the ministry. The act also clarifies the use of the terms "limited", "incorporated", and "incorporation" when used as part of a company's style or operating name.

Another piece of legislation, the Ontario Business Corporations Act, received Royal Assent in 1982. Among other changes, the new act increases the rights of shareholders and exempts private corporations from an audit if company assets do not exceed $2.5 million and sales do not exceed $5 million. (The act came into force July 29, 1983.)

To assist French-speaking Ontarians, the number of bilingual forms was increased to include those for partnership declarations and applications and incorporation instructions.

There was a small drop in the number of businesses incorporated in Ontario last year — 27,284 compared to 27,365 in fiscal year 1981/82. There are now more than 312,000 active corporations in the province. But the number of new sole proprietorships and partnerships jumped 16.2 per cent, to 65,168. This increase might be attributed to entrepreneurial talents brought to light by high unemployment. There are now approximately 356,000 active sole proprietorships and partnerships in Ontario.

Despite an increase in many areas of workload, the division was able to reduce staff from 91 to 87 while providing good customer service. Division employees searched 235,643 corporation records in 1982/83, up 19.6 per cent, and 98,746 partnerships records, an increase of 16.2 per cent.

Acts administered by the division:
Business Corporations Act, 1982
Corporations Act
Corporations Information Act
Corporation Securities Registration Act
Partnerships Registration Act
Limited Partnerships Act
Partnerships Act

Director, Companies Services Branch: H.H. Ozolins
Director, Company Law Branch: E.J.K. Wells
Executive Director: B.C. Howard, Q.C.

FINANCIAL INSTITUTIONS DIVISION

One of the main functions of the division is to monitor the financial status and organizational structure of insurance companies, loan and trust companies and other financial institutions.

Last year, the division was involved in the takeover of three trust companies in a move to protect public investments.

On November 5, 1982, 11,000 Metropolitan Toronto rental units were sold. When the buildings were quickly sold twice again the same day at higher prices, branch staff became concerned that the actual value of the properties was not high enough to justify mortgage arrangements made with three trust companies.

The Loan and Trust Corporations Act limits mortgage investments by trust companies to 75 per cent of the value of a property.

On December 21st, the Legislature approved amendments to the act allowing the registrar of the act to take control of a loan or trust company when the public's best interests are endangered and it was pursuant to this legislation that the takeover of the three trust companies occurred.

Despite the heavy workload experienced during the takeovers, division staff continued to take care of a number of other responsibilities.

The executive director of the division, in his capacity as superintendent of insurance, is also responsible for the regulatory supervision of the insurance industry in the province. This includes the licensing of companies, agents and independent adjusters, provision of fair business practices guidelines where necessary and the examination and monitoring of insurance companies, farmer's mutuals, fraternal societies and mutual benefit societies. Associations providing prepaid medical and hospital services are also included.

As part of the division's watchdog role, the superintendent handled 1,710 complaints against insurance companies, agents and adjusters, an increase from 1,507 the previous year.

The superintendent supervises 569 insurance companies, 19,509 insurance agents and 1,050 adjusters. Efforts are directed at ensuring that all registered companies and individuals comply with applicable statutory requirements and that they are not engaging in unfair or deceptive practices as defined in the Insurance Act.

FACILITY ASSOCIATION

The Facility Association is a residual market insurance pool designed to ensure that insurance is available for those drivers experiencing difficulty obtaining insurance in the regular marketplace and is subject to rate regulation by the superintendent.

Automobile insurance rate adjustments were filed on four occasions by the Facility Association and approved, with modifications, by the superintendent of insurance under authority of the Compulsory Automobile Insurance Act, 1979. The effective dates of the approved rate changes were April 1, 1982, September 1, 1982 and February 1, 1983 for private passenger risks and February 1, 1983 for commercial vehicle risks.

Notice of Facility Association rate filings is placed in the Ontario Gazette to permit interested parties to make submissions to the superintendent concerning proposed rate changes.

Studies connected with the proposed elimination of age, sex and marital status as automobile insurance rating factors continued during the year. A report received from the Insurance Bureau of Canada early in 1982 will form the basis for the development of a new statistical plan to deal with the problem of rating drivers under the age of 25. Target dates for statistical plan changes are January 1, 1984 and July 1, 1986.

The division also monitors the practices of the insurance industry in marketing, underwriting and claims, to identify problem areas where research is required.

As a result of these activities and in co-ordination with government/industry/consumer committees and counterparts in other jurisdictions, the superintendent develops programs to improve coverages, industry practices and insurance legislation.

MOTOR VEHICLE ACCIDENT CLAIMS FUND

In 1982-83 the Motor Vehicle Accident Claims Fund received 1,083 new claims. Despite a substantial reduction in outstanding claims from 3,260 to 1,774, total payments increased from $11,830,000 to $13,584,000 and can be attributed to inflation, higher Court awards and the increase in fund limits from $100,000 to $200,000 on March 1, 1981. There was a substantial drop in revenue from $11,059,000 to $8,900,000 primarily because of decrease in interest received which is based on the fund's dwindling cash reserves which declined from $12,309,000 to 4,410,000. The estimated liability for unpaid claims reduced from $35,028,000 to $20,900,000.

CREDIT UNIONS AND CO-OPS

The Credit Unions and Co-operatives Services Branch functions to ensure that credit unions and co-operatives are incorporated in accordance with the provisions of the legislation and that they operate in compliance with it.

The branch monitors the financial stability of the credit union system through requiring compliance with regulations and by establishing financial practices and management standards.

Consolidation of credit unions during the year has resulted in a net reduction at March 31, 1983, to 951 credit unions with assets of $5.4 billion servicing 1.8 million people. There were 989 credit unions the previous year.

Ontario residents are served by 725 co-operatives, an increase from 664 the previous year, including those in the nursery school, farm supply, marketing, housing, consumer and other service fields.

CEMETERIES BRANCH

Cemeteries Branch processed 1,740 returns outlining details of perpetual and pre-need funds this year. The branch also examined and approved 17 accounts as an alternative to formal passings of accounts before the court. Staff inspections and visits to, or concerning cemeteries during the same period increased to 2,438. In addition, the branch examined and approved the creation or expansion of 33 cemeteries and their facilities as well as alterations to the existing plans and related facilities of 708 cemeteries.

Acts administered by the division:
Cemeteries Act
Compulsory Automobile Insurance Act
Co-operative Corporations Act
Credit Unions and Caisses Populaires Act
Guarantee Companies Securities Act
Insurance Act
Investment Contracts Act
Loan and Trust Corporations Act
Marine Insurance Act
Motor Vehicle Accident Claims Act
Ontario Credit Union League Limited Act
Ontario Deposit Insurance Corporations Act
Prearranged Funeral Services Act
Prepaid Hospital and Medical Services Act
Registered Insurance Brokers Act

Deputy Superintendent, Legal and Investigation Branch of Insurance and Assistant Registrar: R.G. Cooper
Deputy Superintendent and Director, Financial Examination Branch of Insurance and Assistant Registrar: H.R. Terhune
Director, Credit Unions and Co-operatives Services Branch: T.T. Robins
Director, Motor Vehicle Accident Claims Fund: E.H. Miles
Executive Director: M.A. Thompson

ONTARIO SECURITIES COMMISSION

In response to recent downturns in the economy, the Ontario Securities Commission (OSC) made a number of changes to its legislation and operating procedures last year.

The adjustments are designed to allow Ontario's capital and commodity futures markets to raise venture capital more easily, while maintaining a high level of integrity.

Public and private funding experienced a drop in volume and value from the previous year, with $3,092 million raised through the sale of equity securities and $1,018 million through debt securities. These are decreases from 1981/82 of 11.7 per cent and 12.8 per cent respectively.

Proposals by the Toronto Stock Exchange (TSE) to make it easier for junior companies to obtain public financing were considered and approved by the commission.

When a company wants to raise money by selling securities to the public, it must issue a prospectus listing material information to help investors make a decision.

The prospectus must be cleared by the OSC to make sure the company and its offering are in compliance with securities legislation and policy.

A new prospectus rule introduced by the OSC and the Toronto Stock Exchange last year, the Exchange Offering Prospectus, was accompanied by relaxed criteria for listing industrial and resource firms on the stock exchange. Conditional listings are now allowed.

The net result for the OSC will be more public offerings on a junior level, and the TSE's ability to raise capital will be improved.

The commission also moved to simplify procedures larger companies must follow. At the heart of the new system is the Prompt Offering Prospectus.

It was reasoned that the public did not really need a detailed 40-page prospectus from major, blue-chip companies every time securities were offered. These senior issuers now follow a new procedure.

Every year, they file an information form with the commission that is cleared and made available to the public. Then, when they want to issue securities to the pub-

lic, a shorter prospectus is filed. The time required to clear the Prompt Offering Prospectus is much less than for a normal prospectus, and the green light is usually given within a week.

The bulk of the research costs for the new system was borne by the private sector, which was eager to see the changes made. Quebec security administrators also assisted in the development, and other provinces are expected to adopt the system.

In dollar value, private placements have exceeded public offerings for years. But with the introduction of the new prospectus, commission officials forecast the gap will narrow.

The OSC reviewed several other areas of legislation last year with the assistance of the private sector. Proposed amendments to the Securities Act received extensive public comment when published in the commission's Weekly Bulletin, and a volunteer committee of lawyers has taken on the task of drafting revisions to the laws governing takeover bids.

Another volunteer committee reviewed the OSC's published policies. A number of changes resulted, and the policies were consolidated and simplified. Also, the commission's system of registering securities firms and their sales staff now relies partially on processes handled by private regulatory organizations.

In 1982, the industry practice of setting a fixed minimum commission structure for sales was reviewed at a joint hearing held with administrators from other provinces that have stock exchanges.

Held in Toronto, the hearing attracted widespread attention, with numerous briefs submitted. The OSC subsequently directed the TSE to repeal its fixed-commission by-law effective April 1, 1983. The commission will hold further hearings in June, 1983, to address concerns arising from "deep discount" operations proposed by some brokers.

At another major public hearing, attended by securities administrators from Quebec, Saskatchewan, Alberta and British Columbia, the commission considered structural questions relating to diversification by, and institutional ownership of securities firms.

In addition to reforming regulations, the commission continued to take care of day-to-day operations.

Takeover bids figured largely on the agenda. Of the 155 bids filed, several led to a series of hearings, as the commission has the power to insist on the equal treatment of minority shareholders. Decisions made through administrative proceedings have been appealed but, to date, the courts have upheld the commission's power to deal with these problems.

The Enforcement Branch continued its activities last year in a total of 171 investigations, an increase from 153 the previous year.

The commission received 426 applications for exemptions from legislation, and issued 415 cease-trading orders and 35 administrative orders. A total of 7,731 financial statements were filed with the commission, and the number of insider reports declined to 20,213 from 21,968 the previous year.

Acts administered by the commission:
Commodity Futures Act
Deposits Regulation Act
Securities Act
Toronto Stock Exchange Act

Deputy Director, Commodity Futures Branch: D.D. Walters
Deputy Director, Corporate Finance Branch: R.E. Steen
Deputy Director, Enforcement Branch: J.F. Leybourne
Deputy Director, Registration and Administration Branch: C.E. Goad
Commission Chairman: P.J. Dey, Q.C.
Director: C.R.B. Salter, Q.C.

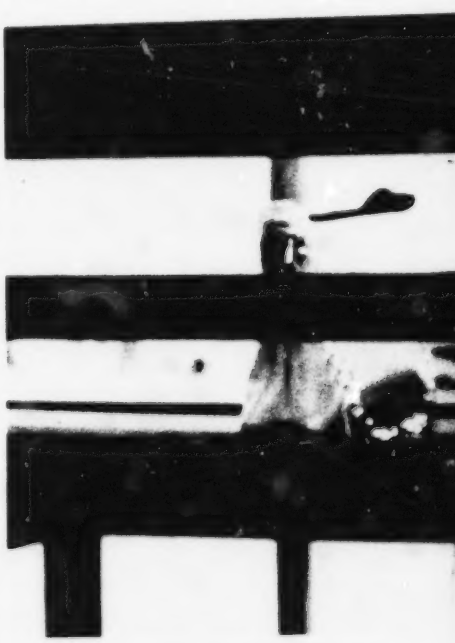
PENSION COMMISSION

The Pension Commission kept close watch over Ontario's registered pension plans last year.

Increases in the number of plant closures and company bankruptcies had fueled fears that some plan members might not receive the benefits they were promised when their pension plans were terminated.

To date, however, these fears have not been realized. Excellent market conditions with record high interest rates on the annuities purchase price have meant that all 425 plans that were wound up were able to fully meet pension obligations.

The commission administers the Pension Benefits Guarantee Fund which ensures that all employees 45 years old or more with at least 10 years service with a company will receive specified guaranteed benefits if their plan is wound-up and is short of funds.



A proposal for funding the Pension Benefits Guarantee Fund program was circulated to the pension industry for comments and regulations are being finalized.

Despite the economic downturn, most employers continue to recognize the need for employee pension plans. Last year, the commission's 22 member staff registered 425 new plans covering 16,269 people and reactivated another 254 plans.

This brought the total number of plans registered with the commission at the end of the fiscal year to 8,025, an increase over last year's total of 7,771. An additional 700 were pending registration at the close of the fiscal year.

The commission examined about 8,050 annual returns submitted by registered plans and 3,800 plan amendments were reviewed to ensure the plans continued to qualify for registration. The average membership was 191. Cost certificates for all plans and 3,906 actuarial valuation reports have been processed over the last three years.

Commission staff also drafted amendments to the Pension Benefits Act to provide more security for dependents of pension plan members. The problem was brought to light when a woman, left penniless by her former husband, was unable to have court-ordered payments deducted from his pension income.

The changes to the act, effective February 10, 1983, allow support payments to be taken from pension payments.

As a result of their activities during 1982/83, commission staff expect that Ontario's pension plan members and their families can look forward to receiving their benefits despite today's economic hardships.

Act administered by the commission:
Pension Benefits Act

Commission Chairman:
J.C. Maynard
Superintendent of Pensions:
G.P. Salamat

LIQUOR LICENCE PROGRAM

LIQUOR CONTROL BOARD OF ONTARIO

Fiscal year 1982/83, the 57th year of operation for the LCBO, marked a high point when the board opened its 600th retail liquor store.

A total of 11 new retail stores were opened last year and, to further improve service, nine counter-style operations were converted to self-serve stores. Over 70 per cent of the board's retail stores are now self-serve operations.

Construction of the new Storage and Distribution Centre in Whitby continues. Expected to be in operation by mid-1984, the complex will be equipped with the latest in computer-controlled machinery. It will eventually serve over 72 liquor stores a day during peak periods.

For wine enthusiasts, fiscal 1982/83 was a vintage year, when the board brought in Beaujolais Nouveau for sale in selected liquor stores for the first time.

A long-held tradition in France, the event proved no less popular in Ontario as hundreds of people crowded the stores to pick up the first wine of the year's harvest from France. The response guaranteed a repeat event next year, and Ontario wineries are now marketing their own versions.

During the fiscal year, total sales from all board stores was $1,467 million with a net income of $523 million.

Total beer, wine and spirits sales in the province were $2,702 million. This includes $1,202 million sold through Brewers' Retail stores and and additional $33 million sold in wine stores.

Details of the board's operations for the 1982/83 fiscal year are contained in its annual report. Copies are available from the LCBO at 55 Lakeshore Blvd. E., Toronto, Ontario, M5E 1A4.

Acts administered by the board:
Liquor Control Act
Wine Content Act

Chairman: W.J. Bosworth
General Manager: F.A. MacInnis

LIQUOR LICENCE BOARD OF ONTARIO

Changes made to Ontario's liquor licence laws last year met with the approval of many sports fans and New Year's Eve celebrants alike.

The sale of draft beer at professional football, baseball and soccer games was authorized through a limited introduction of the stadium licence on a trial basis. Draft beer can now be purchased in paper or plastic cups at CNE Stadium in Toronto, Ivor Wynn Stadium in Hamilton and Lansdowne Park in Ottawa.

The experience with stadium licences will be reviewed by the LLBO at the end of the 1983 season.

The Liquor Licence Act regulations were also amended to allow licensed establishments to serve liquor until 2 a.m. on New Year's Eve.

LLBO revenues come primarily from licence fees from provincial breweries, distilleries and wineries, a fee from licensees on sales of beer, wine and spirits and a fee for special occasion permits. Revenue reached $210 million last year, an increase from $169.9 million during 1981/82, while expenses dropped from $7.1 million last year to $6.5 million in fiscal 1982/83.

The number of licensed establishments in Ontario rose to 9,584 from 9,060 the previous year.

The board held 264 hearings during the year, at which 62 licences were suspended and 178 cancelled. Licences were suspended for a number of reasons, but the majority were for serving liquor to minors. Other reasons included failure to maintain the proper ratio of liquor-to-food sales, failure to clear the premises at closing time and unpaid retail sales tax.

Act administered by the board:
Liquor Licence Act

Chairman: W.L. Blair

LIQUOR LICENCE APPEAL TRIBUNAL

The Liquor Licence Appeal Tribunal (LLAT) provides an independent appeal process for the review, on request, of decisions made by the Ontario Liquor Licence Board.

The number of applications for appeals decreased last year, from 46 in 1981/82 to 36 in 1982/83. The decrease is largely due to a decrease in the number of decisions made by the LLBO.

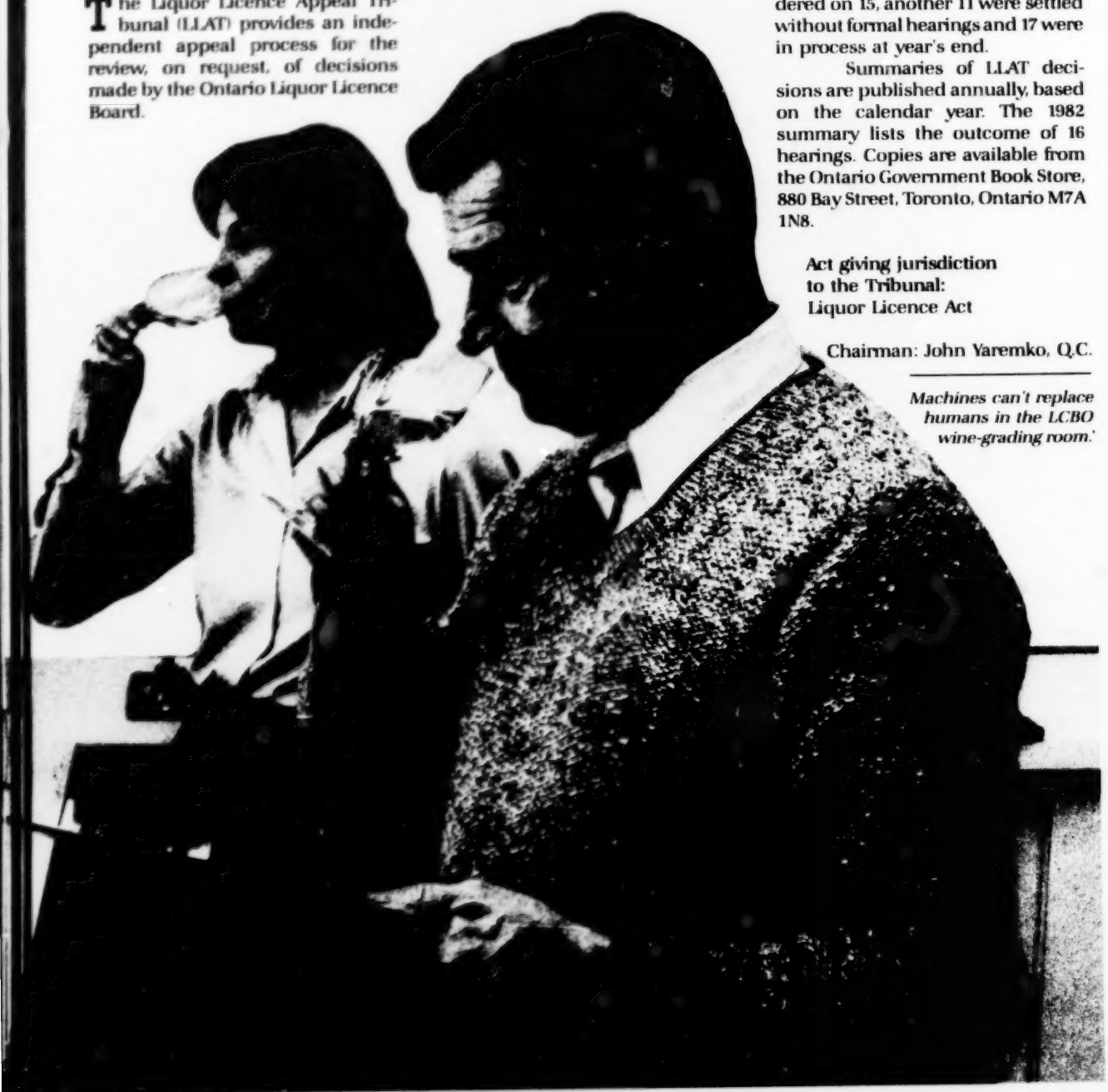
The total number of cases dealt with during the fiscal year (including those carried over from the previous year and those settled or withdrawn) was 42.

Written decisions were rendered on 15, another 11 were settled without formal hearings and 17 were in process at year's end.

Summaries of LLAT decisions are published annually, based on the calendar year. The 1982 summary lists the outcome of 16 hearings. Copies are available from the Ontario Government Book Store, 880 Bay Street, Toronto, Ontario M7A 1N8.

Act giving jurisdiction to the Tribunal:
Liquor Licence Act

Chairman: John Yaremko, Q.C.



Machines can't replace humans in the LCBO wine-grading room.'

PROPERTY RIGHTS PROGRAM

REAL PROPERTY REGISTRATION BRANCH

The number of real property registrations increased last year to 1,072,558, compared to 1,045,350 during the previous fiscal year.

Branch staff are continually working to improve registration systems, and last year was no exception.

A number of improvements were made to management organization and administrative procedures to increase efficiency and productivity, and operational procedures for the payment of public services were improved.

A major study was made into the quality of microfilm records. Testing procedures were developed that will allow the branch to destroy paper records, safe in the knowledge that complete title information is available on microfilm.

Work continued in support of the Land Registration Improvement Project with several offices completing the ruling-out of discharged interests from title records and the certification of subdivision plans registered under the Registry Act. Both improvements facilitate the title searching process.

The past year saw an extension of a joint venture between the branch and the ministry's Companies Division. Over-the-counter incorporation services were extended to land registry offices in Sudbury, London and Windsor, bringing the total number of registry offices offering the service to five.

A number of construction projects are underway to improve land registry office facilities. Work commenced on an addition to the office in Cochrane and a new office in St. Catharines. In addition, planning advanced on new facilities in Ottawa and Welland with construction scheduled for 1983/84.

Director and Real Property Registrar:
V.S. McCutcheon

Acts administered by the division:
Bills of Sale Act
Boundaries Act
Certification of Titles Act
Condominum Act
Land Titles Act
Personal Property Security Act
Registry Act

Provincial Property Registrar:
D.M. Peacock

PERSONAL PROPERTY SECURITY REGISTRATION BRANCH

Over 3 million registrations securing a total debt of more than $3 billion are recorded with the Personal Property Security Registration Branch.

The property offered as collateral ranges from cars, race horses and aircraft to such esoteric items as movie rights, uranium and diamonds.

Consumers and businesses considering making a purchase or lending money on the security of property can check with the branch to make sure the property in question is free of other security obligations.

During 1982/83, 1,145 million registrations were recorded, up 90,000 from the previous fiscal year.

Enquiry officers with the Personal Property Security Registration Branch answer more than 1,500 telephone calls from across the province every day.

Below: Information stored in computer memory, along with computerized mapping systems, are changing land registration methods.

and 575,000 enquiries were processed, up 93,000.

Director and Registrar:
T.M. Rundle

LEGAL AND SURVEY STANDARDS BRANCH

The Legal and Survey Standards Branch is responsible for maintaining the legal quality of Ontario's land registration records, providing for confirmation of property boundaries under the Boundaries Act, certifying title under the Certification of Titles Act and keeping all relevant legislation up-to-date and in step with new developments.

Among other accomplishments during the last fiscal year, the branch made a number of housekeeping changes to regulations under the Condominium Act, Land Titles Act and Registry Act. Included were provisions for longer office hours in certain Land Registry Offices during periods of peak customer demand.

Work was continued on legal audits of Land Registry Offices, facilitated by a reorganization of the Legal Standards Audit Section.

Plans to amend Regulation 898 under the Registry Act to provide simplified standards for surveys and plans are underway. The new regulation will delete certain standards now covered under the Association of Ontario Land Surveyors' new Standards for Surveys, which came into effect February 1, 1983.

Director: R.E. Priddle, Q.C.

LAND REGISTRATION IMPROVEMENT PROJECT

The Land Registration Improvement Project, started up in 1981, is advancing on schedule.

As part of the project's thrust to cut down on paperwork and document storage problems, self-serve microfilm systems containing land titles records were set up in the Hamilton and Milton offices last year. The same system at the Newmarket office was expanded to cover registry records as well as land titles.

The division is also investigating a method of storing information in computers. New legislation, to be called the Real Property Documents and Recording Reform Act, was drafted to cover the transition from paper to electronic information and the introduction of new simplified forms.

The legislation is currently being reviewed with the assistance of land registry staff, law associations and other users.

The new system will be used to store information on property maps and title records. Working at a computer terminal, users will be able to call up the information they need and receive a hard copy in minutes.

To test the system, a prototype is being installed in the Woodstock office. The system will be in operation by April, 1984, when all records have been entered into the computer.

Staff are optimistic about the propects of the new system. In addition to reductions in office workload and space needs, clients will receive faster service.

Director: N.K. Harris

Above: The tools of the land registrar are changing. The hand written documents shown above did the job for over a century.

PUBLIC ENTERTAINMENT STANDARDS PROGRAM

LOTTERIES BRANCH

Privately run lotteries and gaming events provide vital funds for Ontario's charities and community improvement projects. The vast majority are run smoothly and according to the rules, but, as with any money-making operation, there are a few individuals who will try to take advantage of the system.

The Lotteries Branch licenses many of Ontario's events, and the remainder are licensed by municipalities in cooperation with the branch.

The number of bingo games has increased in recent years. Bingo players spent over $200 million last year, a 19 per cent rise over 1981. Approximately $100 million was returned to the public in prizes and the remainder went to charity and to cover operating costs.

Most bingo games are legitimate operations but in one case a police investigation resulted in a heavy fine for a hall owner who was operating bingo games without a licence. Problems of this nature are rare however.

During 1982, consumers spent an estimated $354 million trying their luck in non-government lotteries of all types.

Monte Carlo nights, with limited betting, gaming wheels and blackjack tables also continue to be popular — 1,442 were licensed last year — and fall fair-goers lined up to take a chance at 1,800 licensed games.

Acting Director: D.F. Speight

THEATRES BRANCH

The responsibility for inspecting Ontario movie theatres is back with the Theatres Branch. Liquor Licence Board inspectors had been taking care of the job for the last five years.

Theatre owners, managers and projectionists have contacted the branch to voice their approval of the re-establishment of two inspector's positions in the branch last year. The inspectors' understanding of the needs of the industry and the movie-going public often results in infractions and problems being cleared up within a day.

In the two months following the inspectors' appointments in January, 1983, they visited half of the more than 350 movie theatres in the province to monitor age and safety requirements and to ensure that only licensed films are shown on public screens.

Other branch staff have been just as busy handling a flood of public inquiries concerning classifications for movies. The increase, almost triple the number received monthly last year, is attributed to video-cassettes now becoming popular in the home entertainment field.

The general public, schools, libraries and major cable companies are making use of the branch's expertise in classification guidelines to find out if video-taped movies are suitable for their viewing audiences.

Theatres Branch film classifications are determined by the Board of Censors. Composed of members who, through continual community liaison, research the concerns and values of the Ontario public, the board defines content as acceptable or unacceptable for public screens and specific age groups.

Board members participated in 122 public meetings and numerous media interviews last year to assess specific areas of public concern and explain the role of the board. A total of 1,907 films were classified and approved during 1982/83.

Editing was requested for 127 films before they were approved for exhibit, and 56 films were not approved.

Act administered by the branch:
Theatres Act

Director: Mary Brown

ONTARIO RACING COMMISSION

Despite the downturn in the economy, calendar year 1982 proved successful for Ontario's horse racing industry and the Ontario Racing Commission. Attendance and wagering were up at the tracks and the quality and value of Ontario's racehorse stock improved.

Much of this growth was spurred by increased tax rebates given to the industry by the commission. Two cents out of every seven the government receives from wagering are returned to owners, breeders, trainers and drivers. The total rebate for 1982 was $18,202,900.

The pay-offs are obvious. Last year, the average selling price of Ontario's standardbred yearlings increased by 41 per cent to $12,890. One yearling, Brisco Herbert, brought $100,000 at a Toronto auction in 1981 and is one of the top Sires Stakes winners in 1983.

In response to these improvements, foreign investment is increasing dramatically. Many investors from the United States, Italy and Sweden are buying Ontario horses and training and racing them here in the province.

The commission also licenses track operators and all who participate in horse racing. The total licences issued last year increased to 16,608 from 13,592 in 1981, due largely to new commission procedures.

With the help of data stored on the Canadian Trotting Association's computer, the number of unlicensed participants has been virtually eliminated.

To provide licensees with better service and keep costs down, the commission moved to a sticker renewal system last year. Instead of reissuing a new licence each year, a sticker is placed on the previous year's licence. Renewals now take 75 per cent less time.

Horse racing is an important business in Ontario, generating more than $125 million in revenue each year and employing almost 40,000 people. To help ensure the industry remains healthy, the commission had a report prepared by Thorne, Stevenson and Kellogg last year.

The report covers regulatory issues, race dates, improvement programs and the general needs of the industry, and makes a number of recommendations that are being considered by the commission.

One of the suggestions, the support of remote betting, has already been implemented. Intertrack betting, in which a bettor may wager at one track while located at another, has been introduced at Ontario Jockey Club tracks, while telephone account betting is under consideration for Sudbury Downs and Ottawa's Rideau Carleton Raceway.

Remote betting has proved popular, with attendance increasing up to 40 per cent on days offered.

The commission also held a number of training courses for judges, stewards and veterinarians who are responsible for the conduct of racing in Ontario.

Response to the courses, given with the assistance of the ministry's staff development branch, was very favorable. Participants report that the knowledge they gained will be invaluable in maintaining the integrity of racing and protecting the public's wagering dollars.

Acts administered by the commission:
Racing Commission Act

Commission Chairman: N.E. Hardy
Commission Director:
W.R. McDonnell

OFFICE OF THE ATHLETICS COMMISSIONER

The Office of the Athletics Commissioner was created in 1928 to ensure the good conduct of professional boxing and wrestling and the safety of all participants.

Ontario's athletics commissioners have played a major role in achieving a good safety record, and last year the sport was made even safer for the 99 boxers licensed to fight in the province.

A new 20-foot boxing ring incorporating the latest safety features was purchased by the office and made available to the 12 promoters licensed to hold matches in Ontario.

Equipped with padded floor and corner posts, wider apron area outside the ropes, and four ropes instead of three, the ring was used in 12 of 17 matches held last season.

The passport system of boxer registration, introduced in 1981, is also proving its worth. Each boxer must present his passport listing medical and boxing history to the officials before entering a contest. If he has fought or been knocked out too recently, the fight may not be allowed to proceed.

The system has gained acceptance in Quebec as well as Ontario — Quebec officials often ask to see an Ontario boxer's passport before he enters the ring. And a computer hook-up between Toronto and New York State is being developed to provide rapid access to additional boxing records, as many boxers from New York take part in Ontario matches.

The commissioner's office also approves and assigns judges, referees, timekeepers and physicians for all professional boxing matches. Meetings are held regularly to discuss recent developments with officials.

During the 1982/83 season, licences were issued to two Toronto wrestling promoters who sponsored 19 events. The office also issued 137 licences for matches outside Toronto, and a total of 149 wrestlers were licensed to perform in the province.

The commissioner became concerned last year by a new phenomenon surfacing in Ontario — kickboxing.

Different from regular boxing, kickboxers wear protection on their feet and shins to land blows on opponents' bodies and heads. Kickboxing is not covered under the Athletics Control Act.

Staff researched the sport and consulted the kickboxing community before drawing up draft regulations to make the sport less dangerous.

In addition, Cabinet declared a moratorium on the sport to allow a study of the risk of potential brain damage and other injuries to participants. Dr. Alan Hudson, a prominent neurosuregon, was appointed to chair the study.
(The report was completed in June, 1983.)

Act administered by the commissioner:
Athletics Control Act

Commissioner: Clyde Gray

REGISTRAR GENERAL PROGRAM

REGISTRAR GENERAL

The Office of the Registrar General received 401,954 requests for birth, marriage and death certificates and other related documents during calendar year 1982.

Before a certificate is issued, a search must be made for the original document of registration. But until the spring of 1982, registrations were recorded only in bound ledgers filed on over four miles of shelf space. Laborious manual searches occupied much of the staff's time.

The introduction last year of the computerized Vital Statistics Information System — VSIS for short — is changing branch procedures.

Registrations can now be stored in the computer's memory banks and the system locates the data, prints the certificate and even stuffs and addresses the envelope.

Office staff save time and leg work, and the response time to public requests, except during peak periods, is now usually less than a day.

Because of the efficiency of the new system, office staff was reduced to 131 from 165. Employees who wished to stay with the civil service were relocated in vacant positions elsewhere in the government.

All events now being registered are fed directly into VSIS before the documents are filed. Last year, 254,708 registrations were processed. There were 124,605 births, 60,501 deaths, 872 stillbirths and 68,730 marriages. Birth records are stored in the computer back to 1941, deaths to 1980 and marriages to 1979. Eventually, births will be stored back to 1930.

Apart from issuing certificates to the public, VSIS helps another group — hospital, government and school researchers who find the up-to-date statistics offered by the new system invaluable for accurate planning. VSIS offers them ways of juggling data that weren't possible before.

The office collected $3,143,690 in revenue during 1982, including $2,043,970 in fees from searches and certificates — up 10.6 per cent. The increase may be due to a backlog experienced during 1981 while VSIS was being set up.

Acts administered by the program:
Marriage Act
Vital Statistics Act

Deputy Registrar General:
R.E. Drapkin

(Under the Vital Statistics Act, the Minister of Consumer and Commercial Relations is the Registrar General of the Province).

	1982*	1981*	1980*
Births	124,605	122,874	124,183
Deaths	60,501	65,371	63,435
Stillbirths	872	989	950
Marriages	68,730	69,896	67,869
Divorces**	23,987	23,713	22,447
Totals	254,708	259,130	256,437

*Calendar year.
**Divorce statistics are not included in registration totals, as they are indexed on marriage registrations.

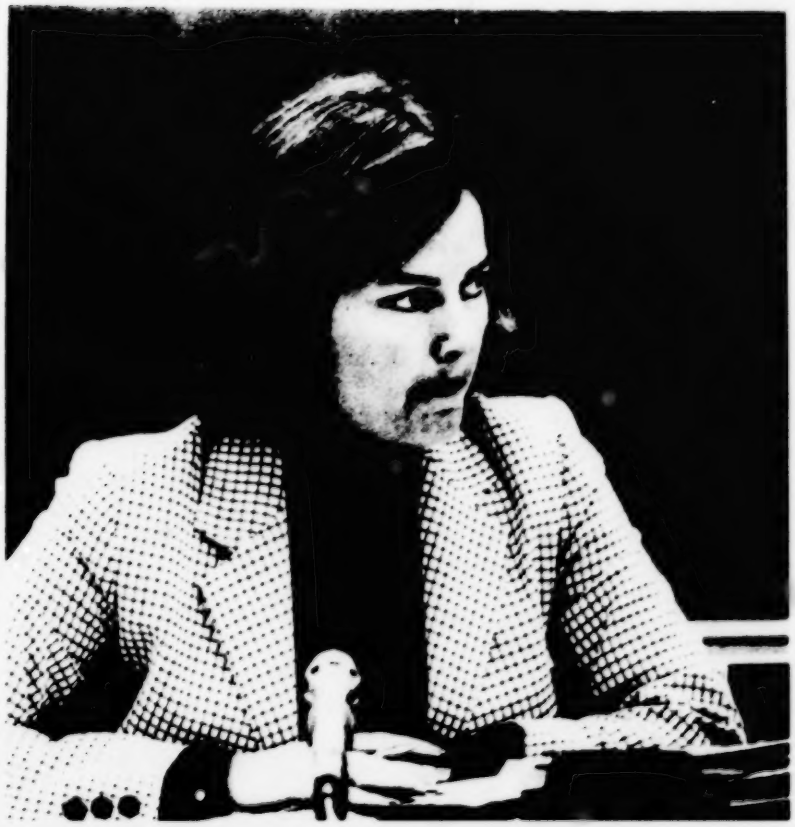
RENT REVIEW PROGRAM

RESIDENTIAL TENANCY COMMISSION

Fiscal year 1982/83 proved to be one of the busiest in the Residential Tenancy Commission's four years of operation, and one in which rent review legislation came under considerable public scrutiny and debate.

It was a year marked by a continuing heavy workload, added responsibility and public controversy surrounding the multi-million dollar sale of almost 11,000 rental units in the Toronto area to a succession of new purchasers. This led to additional concern among the tenants about the effect financing costs of these purchases might have on rent increases.

Bill 198, the Residential Complexes Financing Costs Restraint Act, was enacted in December, 1982 to deal with this problem. If a new landlord is losing money as a result of financing costs incurred in the purchase of a building, some of these costs may be passed on to the tenants. The new act limits rent increases of this type to a maximum of five per cent.



Above: At rent review hearings, commissioners consider evidence from both landlords and tenants before making a decision.

Even before public concern arose over the large sale, the commission had recognized that sales of other rental buildings were resulting in large rent increases. In November, 1982, the commission amended its interpretation guidelines to suggest that financial losses arising out of a new purchase should be phased in (recovered through rent increases) over a period up to five years. Previously, the guidelines suggested a three-year period. Bill 198, which is set to expire on December 31, 1983, also suspends the provision in the Residential Tenancies Act which permitted equalization of rents.

Also in November, 1982, the Minister announced the appointment of Stuart Thom, Q.C., as head of a Commission of Inquiry into residential tenancies. The commission is to examine the adequacies of the current legislation and ways it might be improved for landlords and tenants alike. It is also to examine the effect of the rent review program on the level of rental rates and the supply of residential rental accommodation in Ontario, the suitability of integrating rent review with the Landlord and Tenant Act, and measures other than rent

review which might be adopted to help provide rental accommodation at fair prices.

While these developments were taking place, the Residential Tenancy Commission assumed additional responsibilities answering landlord and tenant inquiries on matters other than rent increases.

Non-rent-increase inquiries, many of which fall under the Landlord and Tenant Act, have been handled in previous years by municipally-operated advisory bureaus. However, some municipalities planned to close these bureaus, which would have left many landlords and tenants with no place to obtain information.

Consequently, the government decided that the commission should fulfill this service, and additional funds were authorized to hire 16 employees to deal with the increased workload.

Inquiries increased dramatically in commission offices where the local municipal bureaus closed.

In Metro Toronto, for example, where the commission has five offices, inquiries totalled 5,564 for the month of August, 1982. Following the closing of the Metro Toronto bureau on August 31, inquiries for the month of September totalled 9,653, an increase of almost 72 per cent. During the entire 1982/83 fiscal year, commission staff responded to a total of 271,151 inquiries.

Another major problem faced by the commission last year was a backlog of rent review applications carried over from fiscal 1981/82, when the volume of applications had increased 132 per cent over the 1980/81 volume.

The caseload for 1982/83 remained fairly constant and a number of full and part-time commissioners and support staff were appointed or hired to assist in clearing the backlog. Outstanding whole-building-review applications, which had peaked in July, 1982, at 2,837 cases, were reduced by year end to 1,978 cases. During the year, the commission issued orders setting maximum chargeable rents in 4,202 whole-building-review cases involving 127,812 rental units, compared to 2,751 cases involving 82,561 units the previous year.

During the first half of the fiscal year, the average rent increase granted was 14.84 per cent. By the last quarter of the year (January to March 31, 1983), the average had dropped to 12.15 per cent. Over the entire year, the average was 14.19 per cent.

The decrease in the average rent increase granted can be attributed to the effects of Bill 198 and changes in the commission's guidelines, as well as reductions in interest rates and the rate of inflation.

In addition to landlord-initiated whole-building-review applications, the Residential Tenancies Act permits tenants to challenge proposed rent increases of any amount, including those below six per cent. During 1982/83, the commission received 1,279 applications of this kind. It also received 2,474 applications from tenants requesting rebates on alleged rent overcharges. Successful settlements through mediation efforts by commission staff were achieved in 199 of the former cases and 1,213 of the latter.

Landlords or tenants appealed 725 decisions made by individual commissioners. Of these, 671 stemmed from whole-building-review decisions, while 54 appeals were against decisions made in tenant-initiated applications.

Acts administered by the commission:
Residential Tenancies Act
Residential Complexes Financing Costs Restraint Act

Chief Tenancy Commissioner:
P.C. Williams

TECHNICAL STANDARDS PROGRAM

TECHNICAL STANDARDS DIVISION

There are four branches in the Technical Standards Division — Pressure Vessels Safety, Elevating Devices, Fuels Safety and Upholstered and Stuffed Articles.

On February 1, 1983, the Building Code Branch was transferred to the Ministry of Municipal Affairs and Housing.

PRESSURE VESSELS SAFETY BRANCH

The high quality of pressure vessels produced in Ontario is recognized across Canada and in other countries. Over $300 million worth were exported last year.

The branch helps maintain the industry's high standards through inspections of pressure vessel design, materials and manufacturing procedures. By qualifying and certifying engineers who operate power plants, the branch also performs a function as a third-party inspection agency in Ontario.

The engineering section is responsible for approval and registration of designs for boilers, pressure vessels and piping before they are constructed and for the registration of welding procedures used during construction. Staff reviewed 2,568 new designs last year and registered 1,356 welding procedures.

Once the designs are approved and construction begins, the inspection staff takes over. Inspectors made 79,498 inspections last year, consisting of checks on materials, construction and welding while the vessels were being made. Staff also made 2,445 new installation inspections, checked 2,135 repairs, visited 9,084 operating plants, and tested 23,028 welders.

Metal chimney liners add an extra element of safety to home heating systems converted to natural gas.

Branch responsibility continues after the vessels are installed. Engineers who operate the vessels must pass an examination to prove they have mastered safe operating and maintenance procedures before they are certified by the branch.

The Operating Engineers Section issued 1,491 new certificates last year, 175 of which were provisional, and renewed 13,140 certificates.

The responsibility for examining and certifying crane operators was transferred to the Ministry of Colleges and Universities, under the Apprenticeship and Tradesmen's Qualification Act.

Director: H.J. Wright

ELEVATING DEVICES BRANCH

The Elevating Devices Branch reports a general improvement in the condition of Ontario's elevators, escalators and other elevating devices, as a result of the 1980 Elevating Devices Act, promulgated in May 1981.

The new legislation requires that maintenance contractors and owners who handle their own upkeep must ensure their staff are

well-versed in national safety standards.

Before construction is started on new elevating devices, the designs must be reviewed by branch engineers and the device is inspected before it is licensed for operation.

Over 600 new installations were inspected and 27,000 visits were made to existing installations last year.

Branch staff also developed new standards for testing escalators and major elevator components. A new system for analysing and reporting accidents, incidents, technical problems and complaints has involved a major revision of the elevator and escalator national safety code, including metrication, and the development of a new inspection procedure manual.

Director: T.G. Smith

FUELS SAFETY BRANCH

The Fuels Safety Branch made major revisions to regulations governing the use of propane and natural gas last year, following technological advances in uses for the two fuels.

A number of popular uses for the fuels have been developed in the last few years, largely as a result of provincial and federal oil-substitution programs. Many homeowners have converted oil furnaces to propane and natural gas and there are now approximately 30,000 propane-fuelled vehicles on Ontario's roads.

To make sure these new systems are as safe as those they replace, branch staff worked closely with the respective industries.

Chimney corrosion in home-heating systems converted to propane or natural gas was one of the most serious problems addressed by the branch. Both fuels burn at a lower temperature than oil, and in some cases corrosive exhaust fumes were condensing in the chimney. Unchecked, this can lead to deterioration of the brick, blockage of the flue and the escape of dangerous gases into the home.

Metal chimney liners were found to be the best solution.

New regulations were drawn up to make metal liners mandatory in chimneys not already equipped with a tile liner in good condition. With the help of the industry, 2 million pamphlets explaining the importance of liners and regular inspection of the heating system were distributed to the homes of gas users.

Propane is also becoming popular as an automotive fuel. Most drivers who convert their vehicles from gasoline report excellent results, but there were complaints from some drivers that the odor of propane was noticeable inside their vehicles.

With industry assistance, the steel reinforced flexible hose used as fuel line in most conversions was tested. The branch now recommends a new type of lined hose that is more resistant to permeation by propane.

New technology was put to use last year when the branch wrote new regulations requiring higher safety levels for underground gasoline storage tanks. After being buried at service stations for years, some of these tanks were perforated by corrosion, allowing gasoline to escape into the ground.

The regulations, under the Gasoline Handling Act, now require that new tanks be protected against corrosion by one of several approved methods, including the cathodic tank. This design employs an anode fastened to the tank which corrodes instead of the tank itself.

Provisions for upgrading older tanks are also included in the regulations — a total package that is the most comprehensive of its type in Canada.

Director: J.B. Patterson

UPHOLSTERED AND STUFFED ARTICLES BRANCH

Tests by the Upholstered and Stuffed Articles Branch revealed material as unusual as old mattress stuffing and nylon stockings inside children's toys.

The use of unclean or second-hand filling is prohibited in Ontario and the 3,000 manufacturers selling stuffed articles must be registered with the branch and fasten content-disclosure labels to their products.

Branch staff conducted 3,882 inspections and tested 989 stuffed articles during 1982/83. As a result, 34,000 articles were removed from sales floors for failing to comply with regulations. Of these, 97.5 per cent were re-labelled and returned for sale, 0.8 per cent were returned to the manufacturer or distributor and 1.7 per cent were permanently removed from sale.

The total number of non-complying articles was down 39 per cent from the previous year's total, a reflection of the branch's efforts to educate the industry. Manufacturers and importers have been encouraged to contact the branch if there is any doubt about new products, especially those from overseas.

Staff visited 12 trade shows to give advice on provincial requirements, placing particular emphasis on new product lines.

Registrar: J.D. MacDougall

Acts administered by the division:
Boilers and Pressure Vessels Act
Elevating Devices Act
Energy Act
Gasoline Handling Act
Operating Engineers Act
Upholstered and Stuffed Articles Act

Executive Director: H. Y. Yoneyama

SUPPORT SERVICES DIVISION

Created in March, 1983, the Support Services Division ties together four branches of the ministry: Finance, Systems and Administrative Services; Communications Services; Personnel Services and Internal Audit.

The formation of the division stemmed from a report, commissioned by the ministry, that recommended the four branches be brought together.

In addition to reducing the number of branches reporting directly to the deputy minister, the appointment of the executive director allows for improved co-ordination of services and advice provided to program areas, agencies, boards and commissions.

Executive Director: H. Vanner

COMMUNICATIONS SERVICES BRANCH

The Communications Services Branch is composed of two sections: the News and Information Section and the Consumer Information Centre.

The News and Information Section informs the media, public and business about the ministry's activities, develops communications programs and provides employees with information about the ministry.

More than 630,000 brochures and booklets were distributed to the public last year, with topics ranging from buying a home to understanding the Business Practices Act.

A major campaign was designed to warn homeowners who had converted their home-heating systems to natural gas of the dangers of faulty chimneys. Press kits were sent to the media and 80,000 warning letters and illustrations were mailed to Ontarians who had converted to natural gas heating.

News and Information staff responded to more than 1,900 media requests for information last year. Many of these inquiries were related to the 108 press releases issued by the section on numerous topics including new legislation and warnings about inaccurate diamond appraisals. The trust company incident was the largest single topic, accounting for half of all media calls.

The Consumer Information Centre provides a bilingual inquiry service and maintains libraries of consumer and legal literature. The Centre also offers professional development for educators and produces consumer education materials.

The Centre handled over 128,000 public inquiries last year, 92,000 by telephone and 35,000 from visitors to the Centre's storefront operation at 555 Yonge Street, Toronto.

Through the Consumer Education Outreach Program, two teaching kits were completed and 18 professional workshops held for teachers. Centre staff also met with 150 educators to assist in setting up consumer awareness classes and made 16 presentations to community service organizations.

Director: Wayne MacDonald

FINANCE, SYSTEMS AND ADMINISTRATIVE SERVICES BRANCH

The role of the Finance, Systems and Administrative Services Branch is vital to the smooth functioning of the ministry. With the continuing constraints on government spending, this role has become even more crucial.

Through reporting and control systems, and annual planning, the branch provides effective and efficient resource management for the ministry's program areas.

The scope of the branch was expanded last year with the addition of the Planning and Evaluation Section, formerly with the Policy and Planning Branch. The move provides more convenient service to programs making use of the branch's expertise.

Other sections in the branch are Administrative Services, Budgeting Services, Expenditure Office, Revenue Office and Systems Services.

Last year, the branch embarked on a program designed to improve staff relations. Based on a concept called QWL (Quality of

Working Life), the program is already proving its worth.

Through staff meetings that promote employee participation in management decisions, absenteeism has been cut significantly and productivity improved.

Acting Director: D.H. Rivet

PERSONNEL SERVICES BRANCH

Groundwork was laid for improved relations between management and union employees at the ministry last year with the signing of a statement of principle and an agreement between representatives of the Personnel Services Branch and the Ontario Public Service Employees Union.

The agreement, reached after a series of meetings, is a first for the ministry. Through it, a number of local employee relations committees will be established. This measure will allow staff and management to discuss and negotiate work-related issues.

A local committee has already been set up at the Milton Land Registry Office. More of these committees are planned for the ministry's main buildings at Yonge and Wellesley Streets as well as the Office of the Registrar General and the Technical Standards Division.

Following a review of staff training, completed early in 1982, a committee was created to coordinate human resource planning, development and training. To achieve this goal, an improved training and meeting centre will be constructed at 10 Wellesley Street and will incorporate audio visual resources now used by the Property Rights Division.

Construction of this centre is slated to begin early in the next fiscal year.

On the Affirmative Action side, the branch was involved in several projects to help reach the long-term government goal of equal opportunity for all women crown employees.

Meetings were held with senior managers at which 1983/84 Affirmative Action plans were signed, and a counselling service offered assistance with resume writing, interview skills, networking, goal setting and long-range planning.

Last year, 22 women were moved into under-represented classes. Of these, five were the first ever appointed at a certain level and two were appointed judges at Sudbury Downs Race Track — a first in North America.

Director: J.E. Service

Right: Educators and consumers with a question often make use of the ministry's library of consumer literature.

INTERNAL AUDIT BRANCH

The Internal Audit Branch functions as the ministry's early warning system. Through detailed studies of the various program areas, branch staff ensure that all operations are carried out efficiently, effectively and with the best results possible for money spent.

Under an expanded mandate approved by Cabinet and Management Board in 1980, five employees were hired last year to bring total staff complement up to 13.

During 1982/83, staff carried out financial and compliance audits, value-for-money-audits and checked electronic data processing systems. Special requests for management studies and critiques of draft policies and regulations were also handled.

Director: J.H. Macpherson

LEGISLATION ADMINISTERED BY THE MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS:

Appointment Act
Assignments and Preferences Act
Athletics Control Act
Bailiffs Act
Bills of Sale Act
Boilers and Pressure Vessels Act
Boundaries Act
Bread Sales Act
Business Corporations Act, 1982
Business Practices Act
Cemeteries Act
Certification of Titles Act
Collection Agencies Act
Commodity Futures Act
Compulsory Automobile Insurance Act
Condominium Act
Consumer Protection Act
Consumer Reporting Act
Co-Operative Corporations Act
Co-Operative Health Services of Ontario Assets Protection Act, 1981
Corporation Securities Registration Act
Corporation Act
Corporations Information Act
Corporations Information Act
Credit Unions And Caisses Populaires Act
Crown Trust Company Act, 1983
Debt Collectors Act
Depositors Regulation Act
Discriminatory Business Practices Act
Egress From Public Building Act
Elevating Devices Act
Energy Act
Factors Act
Gasoline Handling Act
Guarantee Companies Securities Act
Insurance Act
Investment Contracts Act
Land Titles Act
Limited Partnerships Act
Liquor Control Act
Liquor Licence Act
Loan and Trust Corporations Act
Marine Insurance Act
Marriage Act
Ministry of Consumer and Commercial Relations Act
Mortgage Brokers Act
Motor Vehicle Accident Claims Act
Motor Vehicle Dealers Act
Ontario Credit Union League Limited Act, 1972
Ontario Deposit Insurance Corporation Act
Ontario New Home Warranties Plan Act
Operating Engineers Act
Paperback and Periodical Distributors Act
Partnerships Act
Partnerships Registration Act
Pension Benefits Act
Personal Property Security Act
Petroleum Products Price Freeze Act, 1975
Prearranged Funeral Services Act
Prepaid Hospital and Medical Services Act
Racing Commission Act
Real Estate and Business Brokers Act
Registered Insurance Brokers Act
Registry Act
Residential Complexes Financing Costs Restraint Act, 1982
Residential Tenancies Act
Securities Act
Theatres Act
Toronto Stock Exchange Act, 1982
Travel Industry Act
Unclaimed Articles Act
Upholstered and Stuffed Articles Act
Vital Statistics Act
Wine Content Act

FINANCIAL STATEMENT

REVENUES

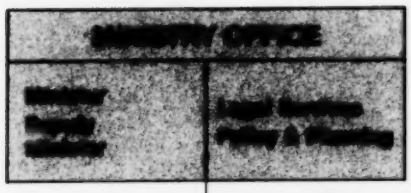
	1982-83 $	%	1981-82 $	%
Ministry Administration Program	**58,056**	0.02	23,996	0.01
Commercial Standards Program				
Securities Commission	**1,247,220**	0.5	1,317,859	0.6
Pension Plans	**606,737**	0.2	634,616	0.3
Financial Institutions	**1,701,440**	0.6	1,625,975	0.7
Companies	**8,304,280**	3.1	8,258,150	3.6
Business Practices	**1,471,045**	0.6	2,672,084	1.1
Sub-Total	**13,330,722**	5.0	14,508,684	6.3
Motor Vehicles Accident Claims	**8,899,609**	3.3	11,059,175	4.8
Security Bonds	**680,533**	0.3	567,455	0.2
Security Deposit – Foreign Lands	**116,730**	0.04	–	–
Total	**23,027,594**	8.6	26,135,314	11.3
Technical Standards Program				
Operating Engineers	**302,074**	0.1	270,423	0.1
Pressure Vessels	**1,475,038**	0.5	1,491,330	0.6
Elevating Devices	**1,874,729**	0.7	1,848,665	0.8
Fuels Safety	**1,067,686**	0.4	878,301	0.4
Building Code	**4,200**	0.0	1,600	0.0
Upholstered & Stuffed Articles	**183,496**	0.1	193,974	0.1
Total	**4,907,223**	1.8	4,684,293	2.0
Public Entertainment Standards Program				
Regulation of Horse Racing	**1,455,536**	0.5	1,336,185	0.6
Theatres, Lotteries & Athletics Commissioner	**1,139,358**	0.5	1,181,130	0.5
Sub-Total	**2,594,894**	1.0	2,517,315	1.1
Security Deposit-Athletics Commissioner	**500**	0.0	500	0.0
Total	**2,595,3**	1.0	2,517,815	1.1
Property Rights Program				
Real Property Registration	**19,476,884**	7.2	19,801,599	8.5
Personal Property Registration	**5,878,855**	2.2	5,318,932	2.3
Sub-Total	**25,355,739**	9.4	25,120,531	10.8
P.P.S.R. Assurance Fund	**653,111**	0.2	660,792	0.3
Total	**26,008,850**	9.6	25,781,323	11.1
Registrar General				
Registrar General	**3,084,307**	1.1	3,143,747	1.3
Total	**3,084,307**	1.1	3,143,747	1.3
Liquor Licence Program				
Liquor Licence Board	**210,039,229**	77.9	169,866,880	73.2
Total	**210,039,229**	77.9	169,866,880	73.2
Ministry Total Revenues	**269,720,653**	100.0%	232,153,368	100.0%

EXPENDITURES

	1982-83 $	%	1981-82 $	%
Ministry Administration Program	**6,831,802**	5.5	6,408,909	6.3
Commercial Standards Program				
Securities Commission	**4,551,692**	3.7	3,395,460	3.3
Pension Plans	**887,259**	0.7	802,774	0.8
Financial Institutions	**9,939,069**	8.0	3,511,004	3.5
Motor Vehicle Accident Claims	**–**	–	3,617,563	3.6
Companies	**2,266,775**	1.8	2,110,341	2.1
Business Practices	**5,394,361**	4.3	4,642,365	4.6
Commercial Registration Appeal Tribunal and Liquour Licence Appeal Tribunal	**308,662**	0.3	252,836	0.2
Sub-Total	**23,347,818**	18.8	18,332,343	18.1
Payments from Motor Vehicle Accident Claims Fund	**16,797,944**	13.5	11,830,222	11.6
Deposit and Trust Accounts	**39,613**	0.03	–	–
Security Bond Forfeiture	**804,943**	0.6	187,907	0.2
Total	**40,990,318**	32.9	30,350,472	29.9
Technical Standards Program				
Program Administration	**628,625**	0.5	568,951	0.6
Operating Engineers	**337,288**	0.3	356,591	0.4
Pressure Vessels Safety	**2,329,018**	1.9	2,018,169	2.0
Elevating Devices	**2,127,572**	1.7	1,924,642	1.9
Fuels Safety	**2,624,350**	2.1	2,264,429	2.2
Building Code	**732,175**	0.6	620,262	0.6
Upholstered & Stuffed Articles	**275,859**	0.2	251,655	0.2
Total	**9,054,887**	7.3	8,004,699	7.9
Public Entertainment Standards Program				
Regulation of Horse Racing	**21,095,285**	17.0	14,265,249	14.1
Theatres, Lotteries & Athletics Commissioner	**867,300**	0.7	804,890	0.8
Sub-Total	**21,962,585**	17.7	15,070,139	14.9
The Financial Administration Act	**–**	–	10,000	0.01
Total	**21,962,585**	17.7	15,080,139	14.9
Property Rights Program				
Program Administration	**1,531,420**	1.2	1,445,867	1.4
Real Property Registration	**18,626,912**	15.0	17,294,281	17.0
Legal and Survey Standards	**2,083,612**	1.7	1,888,965	1.9
Personal Property Registration	**5,287,447**	4.3	4,677,593	4.6
Total	**27,529,391**	22.2	25,306,706	24.9
Registrar General				
Registrar General	**4,913,882**	4.0	4,271,669	4.2
Vital Statistics Act	**–**	–	381	0.0
Total	**4,913,882**	4.0	4,272,050	4.2
Liquor Licence Program				
Liquor Licence Board	**6,468,742**	5.2	7,068,185	7.0
Total	**6,468,742**	5.2	7,068,185	7.0
Residential Tenancy Program				
Residential Tenancy Commission	**6,502,450**	5.2	4,974,789	4.9
Total	**6,502,450**	5.2	4,974,789	4.9
Ministry Total Expenditures	**124,254,057**	100%	101,465,949	100%

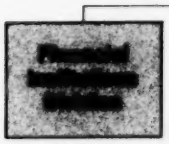
ORGANIZATION CHART OF MINISTRY

March 1983

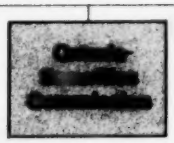


Hon. Robert Elgie, M.D.
Donald Crosbie

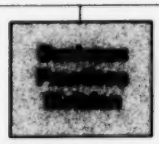
Director: E. Ciemiega
Director: B. Tocher



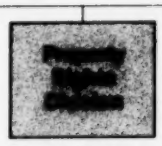
Executive Director
M. Thompson
- Motor Vehicle Accident Claims
- Insurance
- Loan/Trust
- Cemeteries
- Credit Unions and Cooperatives Services



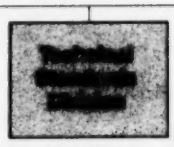
Chairman
P. Dey
Director
C. Salter
- Filings
- Registrations
- Investigations



Executive Director
R. Simpson
- Consumer Advisory Services
- Lotteries
- Investigation and Enforcement
- Central Registration
- Athletics Commissioner

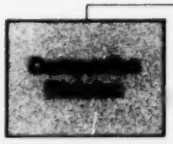


Provincial Property Registrar
D. Peacock
- Real Property Registration
- Title and Survey Examination
- Personal Property Registration
- L.R.I.P.

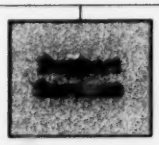


Executive Director
H. Yoneyama
- Elevating Devices
- Fuels Safety
- Building Code
- Upholstered and Stuffed Articles
- Pressure Vessels Safety

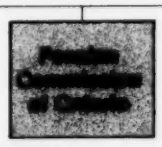
Deputy Registrar
R. E. Draplin
- Registrations
- Issuance of Certificates



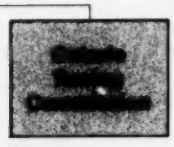
Executive Director
B. Howard
- Incorporations
- Registration (partnerships/sole proprietorships)
- Business Names



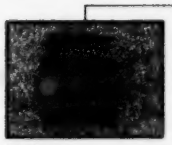
Director
H. Vanner
- Finance Systems and Administrative Services
- Personnel
- Internal Audit
- Communications



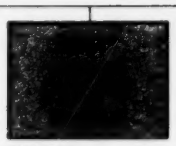
Chairman
J. C. Maynard
Superintendent
G. Salamat



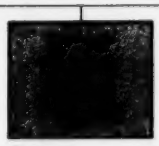
Chairman
N. Hardy
Director
W. McDonnell
- Standardbred
- Thoroughbred



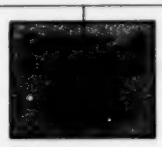
Chairman
W. Blair



Chairman
W. Bosworth
General Manager
F.A. MacInnis

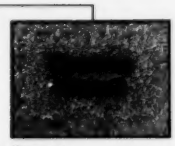


Chairman
J. Yaremko



Chairman
J. Yaremko

Chief Tenancy Commissioner
P.C. Williams



Director
M. Brown
- Board of Censors
- Theatres Safety

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POOR

QUALITY

ORIGINAL